



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE  
DIVISION OF CONSUMER AFFAIRS  
500 JAMES ROBERTSON PARKWAY  
DAVY CROCKETT TOWER, FIFTH FLOOR  
NASHVILLE, TENNESSEE 37243-0060  
**Consumer.Affairs@tn.gov**

(615) 741-4737

TN TOLL FREE 1-800-342-6385  
FAX 615-532-4994

## DELL RESTITUTION FAQ

### Specifically who is eligible for restitution under the Dell multi-state settlement?

Anyone who bought Dell goods or services between April 1, 2005 and April 13, 2009

AND experienced one or more of the following may be eligible for restitution:

- A problem with a Dell financing offer
- A problem with a Dell rebate
- A problem with Dell financing
- A problem with a Dell repair, warranty or servicing

### How will I know if I'm eligible?

1. First you have to complete a claim form and submit it.
2. Your claim will be reviewed. If you are not eligible, you will be notified that you are not eligible and you will be sent a complaint form so that your complaint can be processed through normal channels. If you are eligible you will be mailed a check once all claims have been received and evaluated.

### When do I have to submit my claim form?

Claims may be submitted to the Tennessee Division of Consumer Affairs for 90 days after the effective date. The claim period ends April 13, 2009 so **claim forms must be post-marked by April 13, 2009** to be considered.

### When will I get my check?

Claims may be submitted to the Tennessee Division of Consumer Affairs for 90 days after the effective date. The claim period ends April 13, 2009. Dell then has until June 22, 2009 to mail the checks to eligible claimants.

**I received the claim form and I have questions about how to fill it out.**

Neither the Division of Consumer Affairs nor the Attorney General's Office can give you direct assistance in completing the claim form. We can only ask that you identify the problems you experienced and that you do the best you can to provide specific dollar amounts that you paid out-of-pocket to Dell or in an effort to resolve one or more of the problems that you've identified.

**I no longer have any invoices statements or documents relating to my problems or purchase. Can I still file a claim?**

Yes. We are not going to require you to produce documentation that you do not have in order to file a claim. We may, however, need to work with you and/or Dell to verify your claim and claim amount.

**I already filed a complaint with the Division of Consumer Affairs against Dell. Do I need to also file a claim?**

Yes. If you filed your complaint recently, we mailed you a claim form if your complaint was not resolved or if we reviewed your complaint and believe that the issues in your complaint may make you eligible for restitution.

**How do I request a claim form from the Division of Consumer Affairs?**

Please go online to our website and download a claim form at <http://www.state.tn.us/consumer>. Consumers can also call (615) 741-4737 or toll-free in Tennessee at 1-800-342-8385 to request a form by mail.

DELL CLAIM FORM  
TENNESSEE DIVISION OF CONSUMER AFFAIRS

Please review this form **BEFORE** filling it out. Please fill out the form completely and return this form postmarked by April 13, 2009. If you are filing a claim for more than one product or service, you will need to fill out a separate claim form for each product or service. Feel free to make copies of this form or, if necessary, contact our office for additional forms. Please return this claim form with any additional pages, if necessary, and copies (no originals, please) of documents you feel help explain or substantiate your claim. Be sure to include a dollar amount in the "Amount you claim you are owed" even if that amount is your best estimate. Please do your best to provide complete information. If you cannot provide all of the information we are requesting, it will not necessarily eliminate your claim. However, we may need to obtain additional information from you, which could delay consideration of your claim. **NOTE: IT IS IMPORTANT TO FILL OUT THE BACK OF THIS FORM AND TO MAKE A COPY OF BOTH SIDES FOR YOUR RECORDS.**

**STATEWIDE TOLL FREE 1 800 342-9385**  
**CLAIM INFORMATION**

"Dell Preferred Account" number (if known/applicable): \_\_\_\_\_

Dell product or service you are filing a claim for: \_\_\_\_\_

Date of Purchase: \_\_\_\_/\_\_\_\_/\_\_\_\_ Purchase Price: \_\_\_\_\_

Check all those items that apply:

- ☐ I was promised "Same as Cash" promotional financing (interest rates waived for a period of time, e.g., 90 days, 1 year, etc.) when I signed up for my Dell Preferred Account ("DPA") and/or purchased the item advertised with the promotional financing offer, but when I was billed for the item, I discovered that I did not, in fact, get the promotional financing.
- ☐ I got a "Same as Cash" promotional financing incentive, but Dell charged me interest I never agreed to.
- ☐ The interest rate on my DPA turned out to be higher than I was told at the time I signed up for the account.
- ☐ I applied for, but never received, a rebate that Dell promised when I purchased my product.
- ☐ I incurred unexpected fees on my DPA (for example, late charges) that I did not owe.
- ☐ Dell (or their agent) failed to satisfactorily repair or replace the identified product covered by my extended warranty.
- ☐ Dell failed or refused to provide next business day "on site" service promised in my extended or other warranty coverage.
- ☐ Dell refused to attempt repair on an item that failed during the warranty period.
- ☐ Dell failed or refused to repair an item that was no longer on warranty but which I informed Dell about before the warranty expired.
- ☐ I had to pay for someone other than Dell (or their agent) to repair the item.
- ☐ Dell failed to satisfactorily repair or replace the identified product that failed during the warranty period.

**Please provide the following amounts that apply to the items you checked on the left:**

Extra amount in interest I paid: \_\_\_\_\_

Dollar value of Rebate promised: \_\_\_\_\_

Fees I paid: \_\_\_\_\_

Amount paid for extended warranty: \_\_\_\_\_

Amount paid Dell for on-site coverage: \_\_\_\_\_

For any **service-related** items checked on the left (and not shown above), the following is the amount I paid **out of pocket to Dell or to another service provider:**

\_\_\_\_\_

**CONTINUE TO BACK OF FORM**

Have you received a refund, account credit, replacement or other payment from Dell, your credit card company, or from any other source related to the product or service you have identified on this claim form? Yes ☐ No ☐  
Have you been or are you currently a party to any legal action against Dell? Yes ☐ No ☐

If you answered "YES" to either question, please explain and identify any amounts you were refunded:

**Total amount you claim you are still owed:** \_\_\_\_\_ (total all dollar amounts you have provided on front of form and subtract any refunds, credits or other payment entered above)

Please provide a brief explanation of your claim below and how you determined the monetary amount you are claiming. Please be aware that your claimed amount may be subject to verification and a representative of our office may need to contact you to ask for clarifying information.

#### CLAIMANT INFORMATION

Please Print or Type

Name \_\_\_\_\_  
*Last First Middle Initial*

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ (Day) (\_\_\_\_) \_\_\_\_\_ (Evening) E-mail address: \_\_\_\_\_

Have you filed a complaint about Dell with the Division of Consumer Affairs before? Yes ☐ No ☐ If Yes, list the file number \_\_\_\_\_

**I declare that the information contained in this claim is true and accurate, and that any documents attached are true and accurate copies of the originals.**

**I understand that my claim and the related documents will become a "public record" and under state law can be subject to a public records disclosure request and thus be seen by other people.**

Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ City and State where signed \_\_\_\_\_

Please return completed Claim Form to:  
Dell Restitution Program  
c/o Tennessee Division of Consumer Affairs  
Davy Crockett Tower, 5<sup>th</sup> Floor  
500 James Robertson Parkway  
Nashville, Tennessee 37243  
Telephone (615) 741-4737  
Toll-Free Telephone (800) 342-8385  
**Consumer.Affairs@tn.gov**

**This form must be returned postmarked no later than April 13, 2009**

Go to [www.state.tn.us/consumer](http://www.state.tn.us/consumer) to find more information, including a Q&A, regarding the Dell Claims Process.